



**STATE OF MONTANA  
DEPARTMENT OF CORRECTIONS  
POLICY DIRECTIVE**

Policy No. DOC 1.4.1	Subject: <b>STAFF DEVELOPMENT AND TRAINING</b>
Chapter 1: ADMINISTRATION AND MANAGEMENT	Page 1 of 8 and Attachment
Section 4: Staff Development and Training	Effective Date: Dec. 1, 1996
Signature: /s/ Mike Batista, Director	Revised: 05/06/2015

**I. POLICY**

The Department of Corrections will provide job training and professional development to ensure all employees have the skills necessary to maintain security, the humane treatment of offenders, and a common base of knowledge regarding the Department's mission, values, and expectations.

**II. APPLICABILITY**

All divisions, facilities, and programs Department-owned and contracted, as specified in contract.

**III. DEFINITIONS**

Administrator – The official, regardless of local title (division or facility administrator, bureau chief, warden, superintendent), ultimately responsible for the division, facility or program operation and management

Basic Training – A structured training program that provides initial knowledge and skills, e.g., Correction/Detention Officer Basic, and Adult Probation & Parole Basic.

Competency Based Training – Training designed to achieve mastery of a job-related task.

Corrections Distance Education Program (CDEP) – A comprehensive, web-enabled, agency-wide employee development tool which administers and manages online learning via the Learning Management System (LMS) and other technology based tools.

Department Employee – Means a person employed by the Department of Corrections who has attained permanent status or is eligible to attain permanent status, as provided in 2-18-601, MCA; this term does not include service providers.

Department Training Plan – A Department-wide training plan that identifies mandatory training for specific positions, course and instructor information, and a schedule of course offerings.

Distance Education – Educational process that occurs when the student and teacher are not necessarily at the same location or interacting at the same time, using on-line or other forms of technology.

Emergency Training – Training regarding roles and responsibilities for a serious situation or occurrence that happens unexpectedly and demands immediate action.

Facility/Program – Refers to any division, prison, secure care correctional facility, correctional or training program, or community-based program under Department jurisdiction or contract. This term includes the facility building or residence, including property and land owned or leased and operated by the Department.

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Facility/Program Annual Training Plan – Annual training plan based on a training needs assessment to identify site-specific needs.

Facility/Program Training Specialists – Certified by the Professional Development Bureau to provide approved training to Department employees within their facility/program to increase knowledge and skills.

Field Training Officer/On the Job Training Program (FTO/OJT) – A training program in which newly hired correctional officers, correctional counselors, drill instructors, and probation and parole officers are teamed up with, and trained by, experienced formally-trained staff or field training officers.

In-Service Training – Training to develop or maintain minimum job competencies, i.e., first aid, first aid refresher, CPI, CPI refresher, sexual harassment, sexual misconduct, and the FTO program.

Learning Action Plan – A learning plan designed to meet Department and/or the individual employee’s performance objectives, updated based on either attendance at a professional development course or an annual assessment that identifies current job related and career development training needs.

Learning Management System (LMS) – A software application or web-based technology used to plan, implement, and assess a specific learning process.

Professional Development Bureau – Part of the Office of Human Resources, the Bureau consists of a bureau chief, operation manager and professional development specialists who conduct and oversee course curriculum development and training, provide technical assistance, and implement training records management for the Department.

Professional Development Training – Training courses that extend over a period of time; are designed to increase knowledge and skills above minimum job competencies; and generally qualify for Continuing Education Units (CEUs) or POST credit (e.g., motivational interviewing, instructor development, advanced firearms, Investments in Excellence, and NIC presentations).

Service Providers - This term includes contracted persons, volunteers, interns, temporary employees, or other vendors providing service whose assignment is primarily on Department premises, e.g., facility or program office.

Standing Training Committee – Composed of the facility/program training specialists, coordinators and the Professional Development Bureau.

Statewide Accounting, Budgeting, and Human Resource System (SABHRS) – The database used by the state to track employee and Department information, maintained by individual departments.

#### **IV. DEPARTMENT DIRECTIVES**

##### **A. General Requirements**

1. The Professional Development Bureau, herein “the Bureau,” supports the Department mission through individual, team, group, and agency proficiency, professional development, and effective training on laws and standards of modern, standardized, and

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consistent correctional practices.

2. The Bureau will maximize fiscal and human resources by utilizing learning and development best-practices and coordinated partnerships including internal and external resources such as federal, state, local agencies, and the university system.
3. The Department offers on-demand training intended to supplement classroom-based training or training through the Corrections Distance Education Program (CDEP).
4. All training will be planned, managed, coordinated, evaluated and approved by the Bureau in accordance with the *DOC 1.4.1(A), Training Operations Procedure Guide*.
5. Department employees who wish to provide regular or routine instruction will comply with requirements as outlined in the *DOC 1.4.1(A), Training Operations Procedure Guide* unless the Professional Development Bureau chief administers a pre-approved exception.

**B. Responsibilities**

1. Facility/program training specialists, or designated staff, are responsible for the following:
  - a. coordinate all site-specific training activities;
  - b. review and process employee training requests in accordance with the *DOC 1.4.1(A), Training Operations Procedure Guide*;
  - c. serve as member(s) of the Standing Training Committee;
  - d. establish local training schedules and instructor assignments;
  - e. notify the Bureau of all scheduled training;
  - f. forward training requests, class rosters, and course evaluations to the Bureau operations manager; and
  - g. ensure that applicable local training receives POST credit.
2. The administrator, or designee, is responsible for the following:
  - a. establish minimum training requirements to meet accreditation or professional standards;
  - b. provide necessary space and equipment for all in-house training activities;
  - c. include sufficient budgetary resources to reimburse staff for mandatory training; and
  - d. authorize, if needed, the use of training resources offered by community agencies, organizations, volunteers, businesses, industries, and other parties.
3. Supervisors are responsible to ensure the following:
  - a. employees are encouraged to pursue professional level training and higher education toward career development;
  - b. individual training records are reviewed annually to ensure compliance with mandates and requirements; and
  - c. collaboration with their employees to:
    - i. establish training requirements and identify performance objectives;
    - ii. attend applicable optional training, as funding allows; and
    - iii. address needs identified in employee's annual performance appraisal.
4. Responsibilities of employees include the following:
  - a. monitor personal training to meet mandates and requirements;

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- b. complete and submit training request forms, rosters, independent study reports, and associated documentation to ensure credit is received for completed training;
  - c. attend registered and scheduled training;
  - d. when an employee cannot attend training, they must notify their immediate supervisor and the facility/program training specialist or the Bureau; and
  - e. employees who terminate employment with the Department within 12 months of completing a course for which they received financial assistance may be responsible for making restitution of the funds.
5. The Standing Training Committee must:
- a. actively participate in quarterly meetings to review policy, procedure and curricula; discuss and recommend innovative training strategies; address emerging training issues; and schedule mandatory and specialty trainings;
  - b. store and distribute training information to the respective administrators; and
  - c. review progress toward meeting training goals, identify training problems, and develop solutions.

**C. Training Plan**

1. The Department's Biennium Training Plan, approved by the Human Resources director and Department director, will at minimum, include:
  - a. a schedule of planned trainings;
  - b. training course descriptions, and instructor biographies;
  - c. changes in POST council-required courses for correctional officer and probation and parole officer series staff; and
  - d. changes in national training standards. (i.e. ACA Adult Correctional Institutions, National Commission on Correctional Health Care, ACA Probation and Parole Field Services, ACA Adult Correctional Boot Camp and Performance Based Standards).

**D. Standards and Required Training**

1. Employees will receive training consistent with the needs of respective job classifications and relevant to the employee's work.
2. Basic training must be completed by employees in the correctional officer or probation and parole officer series within one year of hire in accordance with POST.
3. The administrator, or designee, will authorize the FTO/OJT program in accordance with the *DOC 1.4.1(A), Training Operations Procedure Guide*. A position-applicable program must be completed by employees identified in the correctional officer or probation and parole officer series.
4. FTO manager(s) will submit all FTO/OJT training records to DOC Professional Development Bureau operations manager within 30 days of completion.
5. Supervisors and administrators will require all employees to complete applicable mandatory annual training as well as in-service training.
6. Criteria for emergency medical training include the following:

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- a. all health care providers and those who have frequent offender contact as a normal function of their jobs must maintain a basic first aid and CPR certificate, as required by position or license;
  - b. emergency medical training will encompass the following areas:
    - i. administration of first aid;
    - ii. recognizing the need for emergency care;
    - iii. recognizing signs and symptoms of acute manifestations, e.g., seizures, intoxication, and withdrawal;
    - iv. recognizing signs and symptoms of chronic mental illness;
    - v. procedures for appropriate referral;
    - vi. precautions and procedures with respect to infectious and communicable diseases, e.g., universal precautions;
    - vii. cardiopulmonary resuscitation; and
    - viii. use of an Automated External Defibrillator (AED).
7. Emergency preparedness training will include the following:
- a. as part of basic, and in-service training, facilities and programs will provide a level of training enabling employees to perform effectively during emergencies;
  - b. each facility/program emergency preparedness coordinator is responsible for ensuring their personnel receive the requisite minimum individual training and will submit all training records to DOC Professional Development Bureau operations manager within 30 days of completion.
8. Training required for supervisors includes the following:
- a. all supervisors within the Department must complete the Department's Management course, course hours will be applied to the annual hourly training requirements;
  - b. all new supervisors and newly promoted supervisors must complete a minimum of 30 hours of position-specific initial supervisory training within the first year;
  - c. following an initial year of employment, all current supervisors will complete a minimum of fifteen (15) hours of annual, job-specific in-service training that must focus on leadership, management, or supervision of staff; and
  - d. all supervisor training for this policy must be approved by the Bureau.
9. Mandatory training includes the following:
- a. required training to be completed during any given training year, e.g., triennial ethics refresher in accordance with [\*State Ethics Policy, Montana Operations Manual\*](#).
  - b. the Human Resources director will consult, when necessary, with the Bureau chief to determine mandatory training and identify deficits including, but not limited to, the following areas:
    - 1) security procedures;
    - 2) offender supervision including suicide precautions and signs of suicide risk;
    - 3) use of force regulations and tactics including defensive tactics, and chemical agents;
    - 4) interpersonal communications, report writing, and interpersonal relations;
    - 5) rights and responsibilities of offenders;
    - 6) emergency preparedness and fire safety;
    - 7) firearms re-qualifications for employees utilizing firearms;
    - 8) key and tool control;

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- 9) signs and symptoms of mental illness and working with mentally ill offenders;
  - 10) social/cultural lifestyles of the offender population with which staff will be working;
  - 11) first aid, CPR, recognizing the need for emergency medical care and medical referrals;
  - 12) blood/air borne pathogens and HIV-related information;
  - 13) emergency procedures and preparedness;
  - 14) American Indian history and culture; and
  - 15) sexual abuse and sexual harassment prevention (PREA).
- c. health care providers must receive 12 hours of health-specific training as part of their annual training in compliance with the National Commission on Correctional Health Care, and must meet any mandatory training required to maintain licensure;
  - d. adult probation and parole officers must receive 16 hours annual training of Department approved position-specific training, one hour of which must include training on serious mental illness and recovery from serious mental illness, in compliance with *46-23-1003, MCA*;
  - e. supervisors and administrators must receive training in general management-related subjects such as labor law, employee and management relations, emergency procedures, and leadership skills;
  - f. Special Response Team members must receive a minimum of 16 hours of specialized response-related training annually; and
  - g. service providers working within the Department must complete mandated annual training.
10. Specialized training includes the following criteria:
- a. staff must maintain certification as required by state statute, ARM, Department Policy, POST, accepted industry standards, and vendor requirements;
  - b. service providers must be trained in Department-approved methods of de-escalation and defensive tactics in accordance with *DOC Policy 3.1.8, Use of Force and Restraints*;
  - c. staff must receive appropriate use of force training before they are authorized to carry firearms;
  - d. firearms training must comply with *DOC Policy 3.1.31, Firearms* and include:
    - 1) the use, safety, and care of firearms;
    - 2) individualized carry methods or locations, i.e., duty belts, concealed bags, shoulder holsters; and
    - 3) qualification to carry a secondary or back-up weapon.
  - e. personnel authorized to use intermediate weapons as defined in *DOC Policy 3.1.8, Use of Force and Restraints* must receive training in the use, follow-up care, and treatment of individuals exposed to force in accordance with *DOC Policy 3.1.8, Use of Force and Restraints*.

**E. Professional Development and Training Requests**

1. Employees who request to attend Department or non-Department professional development training must submit a [Training Request](#) form in accordance with the *DOC 1.4.1(A), Training Operations Procedure Guide*. If the training is being held out-of-state,

the Training Request form must also be submitted and approved by the director or deputy director before any non-refundable reservations may be made.

2. The Department encourages and may provide time or reimbursement for employees to attend approved professional meetings, seminars, or similar work-related training or professional education in accordance with the *DOC 1.4.1(A), Training Operations Procedure Guide*.

#### **F. Training Records**

1. The Bureau will establish an individual training record for each employee and maintain records in designated system.
2. Reports of completed training will be submitted to the Bureau operations manager in accordance with the following:
  - a. instructors will report all formal training; and
  - b. employees will report completed independent study.

#### **G. Access to Training Records**

1. Employees may review their own training record by contacting the Bureau operations manager or through SABHRS using the Montana Information Network for Employees (MINE).
2. The Bureau will:
  - a. limit access to training records to individuals with a job-related purpose for viewing or using the records;
  - b. require the employee's informed voluntary consent or a valid legal order before granting access to training records by any other individual; and
  - c. require requests for training record access to be in person, by email, written request or telephone.

#### **H. Reporting**

1. The Bureau operations manager is responsible for developing quarterly reports based on information previously entered into the SABHRS system and ensuring reports are forwarded to the standing training committee members and professional development specialists and include information regarding:
  - a. class rosters;
  - b. certificates; and
  - c. independent study reports from both instructors and employees.
2. The Bureau chief will submit the Department's Annual Training Report with the Department's annual training activities to include basic, in-service, and professional training with a summary detailing the extent to which training requirements are met to the Human Resources director.

#### **V. CLOSING**

Questions concerning this policy should be directed to the Professional Development Bureau chief or the Human Resources director.

**VI. REFERENCES**

- A. 2-15-112; 2-18-601; 46-23-1003; 53-1-203, MCA
- B. 2.21.6606 Administrative Rules of Montana
- C. Montana Operations Manual
- D. Montana Education and Training Manual; Montana Department of Administration
- E. 4-4073, 4-4074, 4-4075, 4-4076, 4-4077, 4-4078, 4-4079, 4-4080, 4-4081, 4-4088, 4-4093, 4-4094; ACA Standards for Adult Correctional Institutions, 4<sup>th</sup> Edition
- F. 3-JTS-1D-01, 3-JTS-1D-02, 3-JTS-1D-03, 3-JTS-1D-04, 3-JTS-1D-05, 3-JTS-1D-06, 3-JTS-1D-07, 3-JTS-1D-08, 3-JTS-1D-09, 3-JTS-1D-10, 3-JTS-1D-11, 3-JTS-1D-12, 3-JTS-1D-13; ACA Standards for Juvenile Correctional Facilities, 2003
- G. ACA Performance-Based Standards for Adult Probation and Parole Field Services, Fourth Edition
- H. ACA Standards for Boot Camp
- I. Performance Based Standards
- J. National Commission on Correctional Health Care; Standards for Health Services in Adult and Juvenile Detention and Confinement Facilities, 2006
- K. DOC Policies and Procedures 1.1.1 Purpose, Mission and Management Philosophy; 1.4.1(A) Training Operations Procedure Guide; 3.1.8 Use of Force and Restraints; 3.1.31 Firearms; 3.2.1 Emergency Management; 3.2.1(A) Emergency Operations Plan

**VII. ATTACHMENT**

[Training Request](#)